

August, 2002

Dear Delta Dental Participating Dentist:

The purpose of this letter is to update you on changes that will be occurring with the dental benefit plan for employees of Los Alamos National Laboratory (LANL) on January 1, 2004.

As you know, the University of California manages LANL. The university's dental benefit plans are administered by Delta Dental Plan of California. For many years, Delta Dental Plan of New Mexico has served as a subcontractor for Delta of California, providing claims processing and customer service. In keeping with Delta Dental Plans Association (DDPA) guidelines for handling national accounts, changing technology and the need for centralized account management, the University of California, including the LANL facility, will become a DeltaUSA account as of January 1. This means that Delta of California will take on all claims processing and customer service functions for the LANL dental benefit plan.

As the end of the year approaches, you will receive specific instructions for handling your LANL claims. Many of you already see patients covered through DeltaUSA accounts and are familiar with the process. However, here are some highlights:

- Starting January 1, you will mail your claims and predetermination requests for LANL patients to Delta of California's claims processing center in Sacramento CA.
- Your participation agreement with Delta Dental Plan of New Mexico applies to all DeltaUSA enrollees. Therefore, your LANL patients will continue to benefit from your participation, and your office will continue to receive direct payment.
- Consistent with DDPA policies for DeltaUSA accounts, the withhold will not be applied to LANL claims.
- Processing policies and fee allowances are not changing. Delta of California will apply Delta of New Mexico's allowances when processing LANL claims.
- Benefits for LANL enrollees are not changing.
- Delta of California will have full access to LANL enrollees' claim history, allowing it to administer benefits accurately.

Both Delta New Mexico and Delta California will work with you and your staff to facilitate a smooth transition regarding LANL. Please keep in mind, however, that until January your office should continue to send your LANL claims to our offices in Albuquerque.

Your support and cooperation to make this transition a smooth one will be greatly appreciated. Please feel free to give me a call if you have any questions.

Sincerely,

Jesus C. Galvan, DDS
Vice President of Professional Services